Government of the District of Columbia

Office of the Chief Technology Officer

Testimony of

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Public Roundtable

on

"Performance of the DC One Card Program"

Councilmember Mary Cheh, Chair
Committee on Government Operations and the Environment

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John A. Wilson Building
Room 412
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**STATEMENT OF CHRIS WILLEY, INTERIM CHIEF TECHNOLOGY OFFICER,
BEFORE THE
COMMITTEE ON GOVERNMENT OPERATIONS AND THE ENVIRONMENT
DISTRICT OF COLUMBIA COUNCIL
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Introduction

Good morning, Madam Chair. My name is Chris Willey, and I am the Interim Chief Technology

Officer for the District of Columbia. I appreciate the opportunity to testify on the DC One Card

program. I will discuss the objectives of DC One Card, the program and process, and our

experience with it so far.

Objectives of the DC One Card Program

The DC One Card program is an initiative designed to maximize government efficiency, save

taxpayer money, and increase convenience by creating a single identification card with strong

privacy protections that any DC government agency can adopt in lieu of issuing its own,

agency-specific card. Instead of carrying a library card, a recreation center card, a Metro

SmarTrip card, and a school identification card, for example, DC Public School students today

need only carry one: the DC One Card. Not only does this increase convenience for the

cardholder, but it also enables the participating agencies to eliminate their own card-

provisioning operations, and staff formerly responsible for producing ID cards can focus

instead on other tasks. The DC One Card is also an effort to provide agencies the ability to

gain increased security for their data and computer systems.

How the Program Works

One particular point I want to address at the outset: the DC One Card is a credentialing

program; it neither determines how the card is used nor tracks its usage. In order to provide a

usable credential, the DC One Card program collects and maintains only the minimum amount

of data necessary to ensure the unique identity of the cardholder and maintain the card's

interoperability across participating agencies. Thus, the DC One Card program collects and

maintains only the following data points:

- o DC One Card number
- o Contact information (name, address, phone)
- o Gender
- o Photograph
- o Date of birth
- o Last four digits of Social Security number
- o DC agencies at which the card has been registered for use

The DC One Card program has no more data on each cardholder than these items, and in many

cases it has even less, depending on the enrollment policy of the agency for which the card was

first issued. This data is subject to the DC One Card privacy policy, posted on the program's

Web site (dconecard.dc.gov), which is as follows: the only agencies that can access the

cardholder data are those at which the cardholder registers his or her DC One Card. The data

resides on servers in District government data centers, where it receives multiple layers of

protection, including network firewalls and intrusion protection systems.   These protections

restrict the access to the DC One Card application and provide detailed examination and

blocking of any malicious network activity before the malicious activity reaches the application

servers. The application servers are further protected by antivirus and antispyware software.

 In addition, we perform detailed vulnerability scans and assessments of both the application

and the server operating systems to ensure all protections and patches are up to date.

The DC One Card program ensures that there is a single card for each cardholder, and that the

card works at each customer agency—in other words, that the card is interoperable. *How* the

DC One Card is used—whether it is required or optional, whether it is accepted for one kind of

service but not another—these are decisions made by the customer agency. The DC One Card program has no involvement whatsoever with data related to the usage of the card: the DC One Card program does not request, receive, maintain, or analyze any usage data.

Here's an example: on a given day, a senior at Wilson Senior High School might use her DC One Card to gain admittance to school in the morning and take out a book at the school library. Data showing both of these uses of the card might be collected by her school so it can monitor her attendance and keep track of its library collection; the DC One Card program, however, will not access or maintain this data. Likewise, if that afternoon she swims some laps at the Wilson pool and takes out a book at the Tenleytown Library, and she uses her DC One Card for both transactions, it would be the Department of Parks and Recreation that would know she visited the pool, and the DC Public Libraries that would know which book she borrowed and when it is due to be returned. The DC One Card program would not have that information.

Program Implementation

Deployment of the DC One Card is driven by customer agency schedules and requirements. So far, as mentioned above, five agencies accept the DC One Card as a valid ID or pass-card: Department of Employment Services' Summer Youth Employment Program (SYEP), Department of Parks and Recreation, DC Public Libraries, DC Public Schools, and WMATA's SmarTrip program. Only one of these customers—DCPS—has made the DC One Card a requirement for access to services; the others have not.

Today, approximately 70,400 people have DC One Cards. Those cardholders and their affiliated agencies break down as follows:

- approximately 26,000 SYEP participants during the summers of 2008 and 2009;

- approximately 19,900 DPR patrons since April 2008; and

- approximately 24,500 DCPS students in grades 6 through 12 (a total of 72 schools since February 2009).

The next ID card to become the DC One Card will be the DC government's employee ID. The Protective Services Division (PSD) of the Department of Real Estate Services currently issues ID cards to both employees and contractors of most DC government agencies. Beginning in the next few weeks, cards issued for new employees and contractors, as well as replacement cards, will be DC One Cards. Those employee/contractor DC One Cards will initially contain a barcode and a chip that enables access to doors in government buildings, like the well-known Kastle card. In the next few months, we hope to add two more chips to the employee/contractor card: one to work in the Metro transit system, and another to enable customer agencies to better protect their sensitive data with features such as digital signature and multi-factor authentication. Specifically, with this third chip, instead of relying on just a password to authorize access, agencies could also require that the card be present, as well as (if so desired) a fingerprint. This third chip could also be used to encrypt stored data, so that when a laptop is lost, the data is safe. In addition, the third chip in the employee/contractor card could also be used by first responders to gain expedited access to federal buildings in an emergency.

The DC Public Schools Story

As described above, the DC One Card is designed to increase cardholder convenience, save money by consolidating card-provisioning operations, and enable increased data security. Though the DC One Card has so far deployed to only a small number of agencies, it is has

begun to achieve those goals. DC Public Schools is the best example so far.

Before adopting the DC One Card, public schools issued their own student ID cards, and each school's card was different. Typically, the card was a plain plastic card; sometimes it carried a bar code that could work with a school system, but most often it was nothing more than a visual flash-pass. Each school maintained its own card-provisioning equipment, and at least one administrator at each school spent substantial time printing new and replacement cards for students.

Now, the 72 schools that adopted the DC One Card have an ID that can be used with the front door security system, the lunch program, the school library, and the textbook issuance system. Importantly, the cards these 24,500 students carry can be used at parks, public libraries, SYEP, and on the Metro. As more agencies adopt the DC One Card, students will realize even greater convenience.

Conclusion

Madam Chair, we believe the DC One Card program can provide great benefit for the District government, taxpayers, and customers of District government services. We thank the Council for its support of the DC One Card and look forward to working with you and your colleagues to strengthen the program. Thank you for the opportunity to testify. I will be glad to answer any questions you may have.